



## Aruba Standard Warranty

### LIMITED HARDWARE WARRANTY

With the exception of certain indoor access point products identified on the Aruba Price List, which are subject to a limited lifetime warranty, Aruba provides a warranty only to its end users that the hardware portion of Aruba's products will substantially conform to the Aruba's published documentation made generally available to its customers for a period of twelve (12) months from the date of shipment. Except as otherwise proscribed by applicable law, in the event of a breach of this warranty, the sole and exclusive remedy, and Aruba's sole and exclusive liability, shall be for Aruba to use its commercially reasonable efforts to correct or repair the hardware or to replace the hardware that cause breach of this warranty. If Aruba cannot, or determines that it is not practical to, repair or replace the returned hardware, then the sole and exclusive remedy and the limit of Aruba's obligation shall be to refund the amount received for such hardware.

**Warranty; Exclusions.** The warranties do not extend to any hardware that is modified or altered, is not maintained to Aruba's maintenance recommendations, is operated in a manner other than that specified by Aruba, has its serial number removed or altered or is treated with abuse, negligence or other improper treatment (including, without limitation, use outside the recommended environment) or is repaired or modified by anyone other than Aruba or an Aruba authorized company.

**Warranty Returns.** Resellers will handle and be responsible for all warranty returns from its end users. All hardware must be returned to Aruba in accordance with Aruba's then-current Return Material Authorization (RMA) procedure. Hardware obtained from Aruba that do not comply with the warranty and are returned to Aruba during the warranty period will be repaired or replaced at Aruba's option, provided the reseller or end user bears the cost of freight, insurance, duties and import and export fees to the point of repair or return. If the returned hardware is covered by the above warranty, Aruba will bear the cost of freight, insurance, duties and import and export fees for return of goods to reseller (if any) or end user. For the first 30 days of the warranty coverage period, Aruba will provide same-day-ship advance replacement for the covered product (after confirming coverage and the warranty failure) prior to the shipment cutoff time. End users may purchase an extension of this next business day protection through a separate support and service agreement. In the absence of such a support and service agreement, after thirty (30) days from shipment until expiration of the twelve (12) month warranty period, Aruba will replace or repair any non-compliant hardware and return it in operable condition within ten (10) days of receipt of the non-compliant hardware via Aruba's RMA procedure. Access to Aruba's Technical Assistance Center ("TAC") for any and all questions, consultation, deployment assistance, or problem reports shall be provided only pursuant to a separate service and support agreement.

**Limited Lifetime Warranty.** Selected Aruba Networks products are covered by a Limited Lifetime warranty detailed at <http://www.arubanetworks.com/support-services/lifetime-warranty>. Such products are subject to the above hardware warranty, with the additional proviso that after thirty (30) days from shipment until five (5) years following product announced end-of-life, Aruba will replace or repair any non-compliant



Product and return it in operable condition, shipping next business day after Aruba's receipt of the non-compliant Product via Aruba's RMA procedure, with receipt by customer within ten (10) days on a commercially reasonable basis.

**EXCEPT FOR THE WARRANTIES MADE DIRECTLY TO END USERS AND ANY OTHER WARRANTY REQUIRED BY APPLICABLE LAW, ALL PRODUCTS AND SERVICES ARE PROVIDED ON AN "AS IS" BASIS WITHOUT ANY WARRANTY WHATSOEVER, AND ARUBA AND ITS LICENSORS AND SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS, IMPLIED AND STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT OF THIRD PARTY RIGHTS AND FITNESS FOR A PARTICULAR PURPOSE. ARUBA ALSO MAKES NO WARRANTY REGARDING NONINTERRUPTION OF USE OR FREEDOM FROM BUGS.**

#### **LIMITED SOFTWARE WARRANTY**

Aruba warrants to customer that any media on which the software is recorded will be free from defects in materials and workmanship under normal use for a period of ninety (90) days from the date the software is delivered to the end user. If a defect in any such media should occur during this 90-day period, the media may be returned to Aruba (or if you received such software from a reseller, to such reseller) and Aruba or the reseller, as applicable, will replace the media without charge to you. Aruba shall have no responsibility to replace media if the failure of media results from accident, abuse or misuse of the media.

**ARUBA AND ITS SUPPLIERS DO NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE PROGRAMS WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE. EXCEPT FOR THE EXPRESS WARRANTY ABOVE AND ANY OTHER WARRANTY REQUIRED BY APPLICABLE LAW, THE PROGRAMS ARE PROVIDED TO YOU WITH NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.**